

OVERVIEW OF THE CHILD HCAHPS SURVEY

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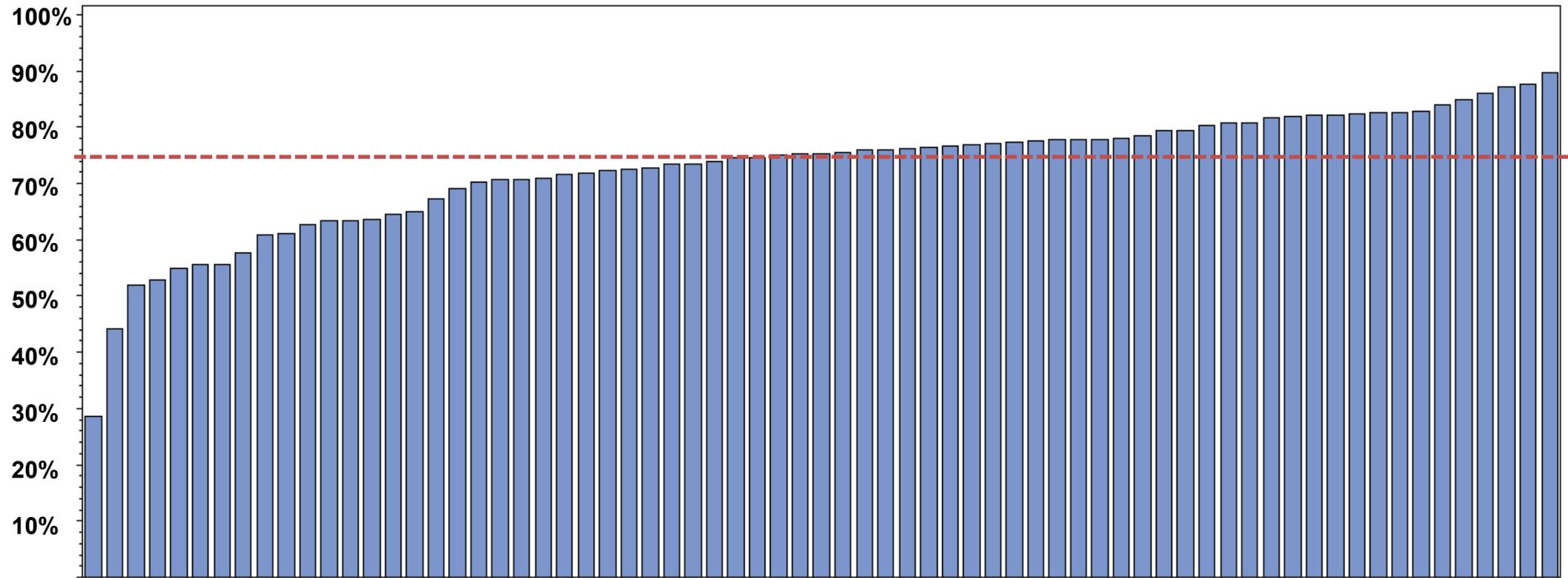
Child HCAHPS Survey Items

- Developed in 2015 by the Center of Excellence for Pediatric Quality Measurement at Boston Children's Hospital as part of the PQMP
- Parent/guardian reports on inpatient care experience of children age 17 and under
- 18 single-item and composite measures
- 5 overarching groups:
 - ▶ Communication with parent
 - ▶ Communication with child
 - ▶ Attention to safety and comfort
 - ▶ Hospital environment
 - ▶ Hospital rating
- For more information: https://www.ahrq.gov/cahps/surveys-guidance/hospital/about/child_hp_survey.html

Measure Examples

Example Questions for Selected Measures	Average Hospital Top-Box Score
Communication with Parent: Keeping you informed about your child's care	72%
Communication with Child: How well nurses communicate with your child	70%
Attention to Safety and Comfort: Preventing mistakes & helping you report concerns	56%
Hospital Environment: Quietness of hospital room	63%
Hospital Rating: Overall rating	75%

Variation Across Hospitals on Overall Rating



Hospital

p<0.001

Utilizing Child HCAHPS Scores to Identify Opportunities for Improvement



- Pediatric hospitals nationwide have used Child HCAHPS scores to measure and enhance multiple dimensions of care:
 - ▶ Improving Communication with Providers
 - ▶ Preparing Families for Discharge
 - ▶ Engaging with Patients and Families to Improve Pain Management
 - ▶ Improving Overall Willingness to Recommend
- AHRQ Child HCAHPS toolkit highlights QI case studies:
<https://www.ahrq.gov/pqmp/implementation-qi/toolkit/child-hcahps/index.html>

Case Study #1: Improving Communication with Nurses

Goal:

- Improve Child HCAHPS nurse-child communication scores above 75th percentile

Intervention:

- Communication bundle
 - ▶ Bedside nurse shift reporting, whiteboards, scripting

Outcome Measures:

- Child HCAHPS scores for two communication questions:
 - ▶ 1) How often the nurse listened carefully to the child; and
 - ▶ 2) How often the nurse explained things in a way that was easy for the child to understand.

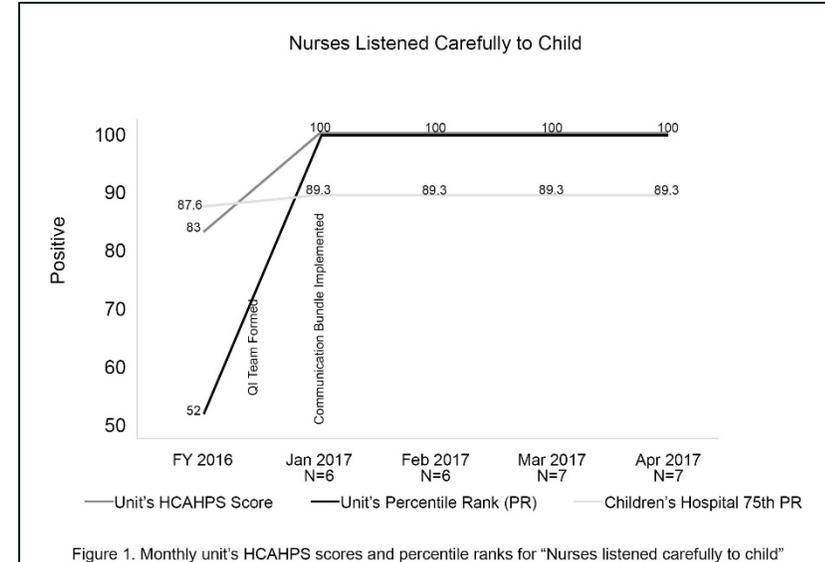


Figure 1. Monthly unit's HCAHPS scores and percentile ranks for "Nurses listened carefully to child"

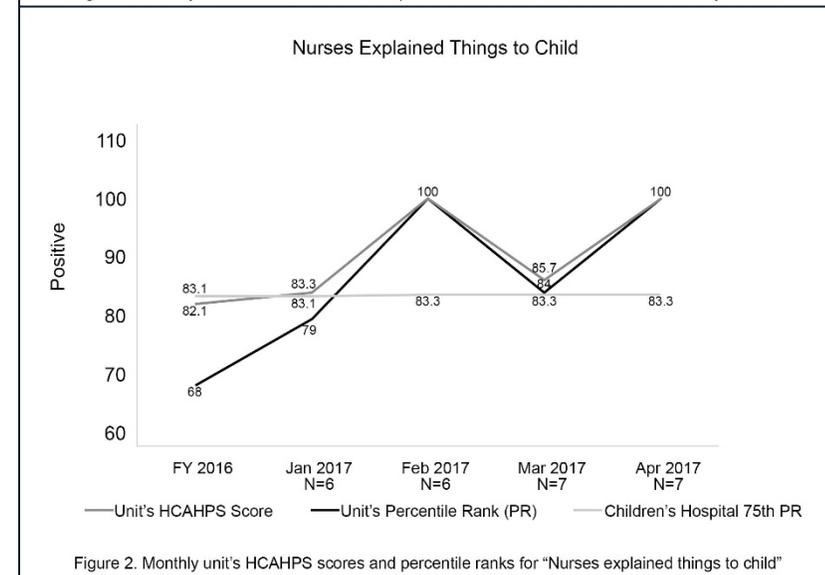


Figure 2. Monthly unit's HCAHPS scores and percentile ranks for "Nurses explained things to child"

Case Study #2: Improving Pain Management Engagement

Goal:

- To engage patients and families in conversations about pain management to improve effectiveness of pain treatment.

Intervention:

- Interactive patient care technology and new pain assessment workflows

Outcome Measure:

- Response to Child HCAHPS question: “Did staff do everything they could to manage your child’s pain?”

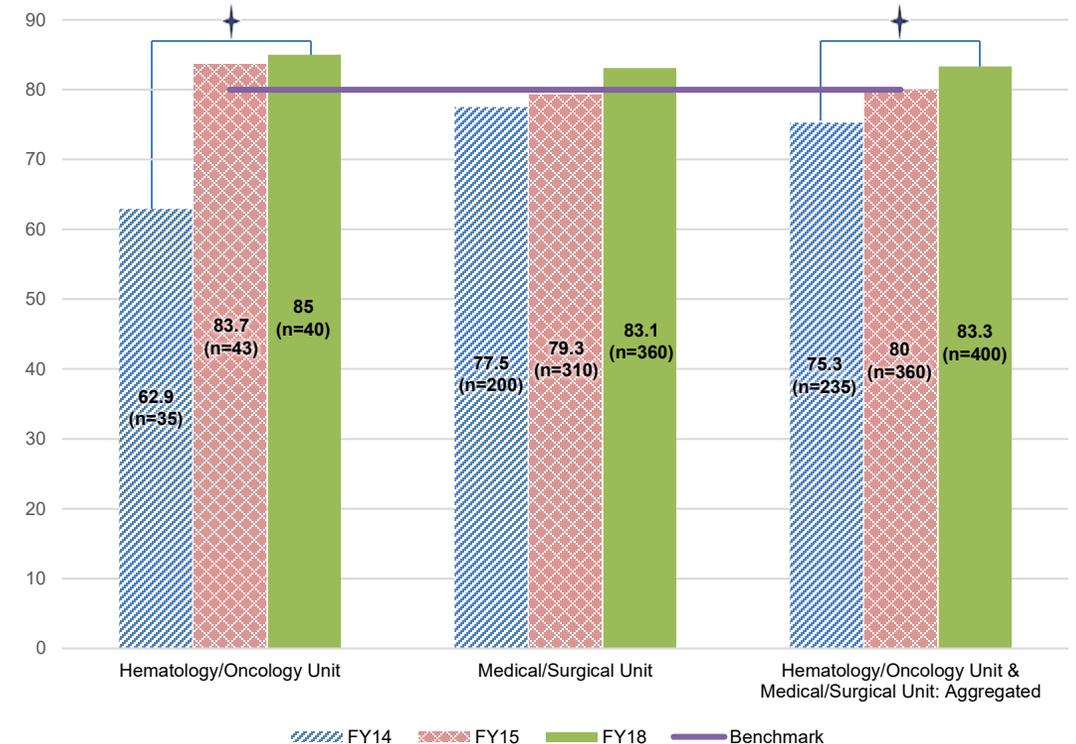


FIGURE 1. ■ Proportion of positive responses to HCAHPS pain question: “Did staff do everything they could to manage your child’s pain?” † Statistically significant difference $p < .05$. HCAHPS = Hospital Consumer Assessment of Healthcare Providers and Systems; CHA = Children’s Hospital Association benchmark; FY14 = fiscal year 2014, baseline measure; FY15 = fiscal year 2015; FY16 = fiscal year 2016.

Case Study #3: Improving Communication for Spanish-Speaking Families



Goal:

- To improve communication during family-centered rounds (FCR) for Spanish-speaking families

Intervention:

- Implement simultaneous, in-person interpretation of FCR for Spanish-speaking families

Outcome Measure:

- Response to Child HCAHPS communication and informed-care related domains

Select Key Measures	PRE		POST		p-value
	Spanish Top-Box Score	English Top-Box Score	Spanish Top-Box Score	English Top-Box Score	
How often did your child's doctors listen carefully to you?	63%	85%	95%	80%	0.001
How often did your child's nurses listen carefully to you?	63%	81%	92%	82%	0.015
How often did providers keep you informed about what was being done for your child?	63%	81%	88%	79%	0.017
How often did providers give you as much information as you wanted about the results of tests?	41%	75%	71%	68%	0.013



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Benefits of Participating in the AHRQ Child HCAHPS Database



- First comprehensive database for Child HCAHPS
- Free resource available to all survey users
- Data will be case-mix adjusted for meaningful peer comparisons
- Comparative data can be used for:
 - ▶ Identifying opportunities for improvement (examples to follow)
 - ▶ Tracking progress over time
- Research data sets can be used to link to other important quality measures